

## **Stakeholder Bill of Rights**

### **DLS IT Section - August 2012**

The Division of Local Services Information Technology Section strives to provide superior service to every person we come in contact with. We are equally committed to treating everyone with respect, patience and professionalism as part of that service. All of our stakeholders, both internal and external, have the right to expect the following from every member of DLS IT:

#### Responding promptly to support requests

- We will answer our IT Support Line promptly during posted business hours, and will return calls left on its voice mail within 90 minutes whenever possible.
- Email sent to our group email account (DLSITGroup) will be responded to the day it's received (the next business day if received after the close of business.)
- Calls and emails to individual support staff will be responded to the same business day when that person is in the office. When on the road, support staff will respond to calls and email on their next office day. When away from the office for more than two consecutive days, staff will indicate their next availability in automated email replies and in voice mail.

#### Meeting technical expectations

- All IT Support staff will have the technical skill to answer most questions and resolve most issues the same day. Whenever a single support advisor needs help, he/she will rely on the knowledge and experience of the full IT team and other DLS subject matter experts to provide clients with accurate information. Complex issues will be escalated to the IT Supervisor to minimize customer downtime, and the individual handling the issue will keep the client informed as the problem is resolved by the IT team.
- CSC members can expect their DOR and CSC applications to be kept current and fully functional by their assigned advisor. Other IT staff will assist when necessary, to ensure that all software is up to date and working properly.
- Clients will receive consistently superior training and support regardless of who they contact. All IT Support staff will maintain a skill level sufficient to achieve this goal.
- Serious system issues such as computer crashes, database failure or problems producing tax bills will be given priority and addressed immediately by the entire IT Support team.

#### Respecting clients' time

- We will arrive for all site visits and training sessions on time and with all required software and equipment.
- We will try to resolve problems by telephone, using Copilot remote support when appropriate. We will schedule site visits whenever being on site provides the most benefit for the client.
- Visits will be scheduled to accommodate municipal schedules whenever possible. The date and arrival time for all site visits will be confirmed in advance.

- When delayed or forced to cancel an appointment, IT Support staff will contact the client as early as possible so clients know what to expect. Cancelled visits will be rescheduled as soon as possible, with other IT Support staff filling in for the assigned advisor when necessary.
- All site visits will be conducted to minimize client downtime and to resolve issues and provide training and support within the time available whenever possible. IT Support staff will contact the IT Supervisor whenever an issue requires escalation, to try to restore system function as quickly as possible.
- We will test all DOR/CSC applications after resolving an issue or completing an installation or upgrade to make sure everything is working properly before leaving.

#### Respecting clients' space

- We will ask for permission when it is necessary to sit at someone's computer to work on a problem, and we will try to limit the time when displacing someone to minimize the disruption.
- We will not move a client's personal belongings; we may ask the client or others on site to do so if we require space to complete our work.
- We will restrict technical work to only the CSC/DOR applications we support. No changes will be made to personal settings, icons, drive structure or other applications unless such changes are necessary to fix a problem; any such changes will be discussed with the client before we make them.
- Clients' workspaces and equipment will be treated with respect and professional care at all times.

#### Treating clients professionally

- Clients will always receive patient and courteous support, regardless of the circumstances.
- IT Support staff will provide the highest level of support possible within our support guidelines.
- Clients requesting support outside guidelines will receive a courteous explanation of why their requests can't be accommodated; support staff will provide clients with the IT Supervisor's contact information when there is disagreement or confusion about our policies.
- The IT Supervisor is always available to help resolve any conflict or difficult situation, and to discuss client concerns of any kind.